



Pearson BTEC Level 2 Technical Diploma for Digital Technology

First teaching September 2017

Sample Assessment Materials

Version 1.0

Edexcel, BTEC and LCCI qualifications

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Digital Technology

Set task: Unit 5 - IT Service Solutions

Technical Diploma

Sample assessment material for first teaching September 2017

This booklet contains material for the completion of the set task under supervised conditions. The set task is out of 45 marks.

This booklet is specific to each timetabled period and this material must be issued only to learners who have been entered to take the task in the specified timetabled period. This booklet should be kept securely until the start of the 3.5-hour supervised assessment.

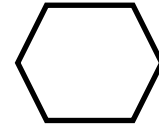
This set task must be taken during the four day period timetabled by Pearson.

Learners are not expected to prepare notes to take into the set task.

Level

2

Total Marks



Supervised
hours

3.5

<Insert Specification Image>

Paper Reference (s)

XXXX/XX

PXXXXXA

Instructions for teachers/tutors and/or invigilators

The set task should be completed during the period timetabled by Pearson.

The set task must be carried out under supervised conditions. The set task can be in more than one supervised session, however, it must be completed within four days once started. Breaks should take place at the end of activity 1 and/or 2.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as a PDF document for submission using the stated naming convention under each activity. Learners must save their work regularly and ensure that all materials can be identified as their work.

Internet access is not permitted.

The set task is a formal external assessment and must be conducted with reference to the instructions in this task booklet and *the Instructions for Conducting External Assessments (ICEA)* document, to ensure that the supervised period is conducted correctly and that learners have the opportunity to carry out the required activities independently. For further details please see the Pearson website.

Teachers/tutors and invigilators are responsible for maintaining security and for reporting issues to Pearson. In particular:

- no materials for the set task can be brought into the supervised environment
- during any permitted break and at the end of the session, materials must be kept securely and no items removed from the supervised environment.

After the session, the teacher/tutor or invigilator will confirm that all work was completed independently as part of the authentication submitted to Pearson.

Outcomes for submission

Each learner must complete the following required documents.

- Activity 1 – IT service catalogue – Recommended completion time 30 minutes (template saved in PDF document).
- Activity 2 – IT Recommendations – Recommended completion time 2 hours and 15 minutes (template and diagram saved in PDF documents).
- Activity 3 – Impact and implications analysis – Recommended completion time 45 minutes (template saved in PDF document).

Each learner must complete an authentication sheet.

Instructions for learners

Read the set task information carefully.

You must plan your time and submit all the required evidence at the end of each activity. Your centre will advise you on the timing for the supervised period. You have a total of three and a half hours to complete the task.

You will complete this set task under supervision and your work will be kept securely during any breaks taken.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Internet access is not permitted.

Outcomes for submission

You must complete the following required documents.

- Activity 1 – IT service catalogue – Recommended completion time 30 minutes (template saved in PDF document).
- Activity 2 – IT Recommendations – Recommended completion time 2 hours and 15 minutes (template and diagram saved in PDF documents).
- Activity 3 – Impact and implications analysis – Recommended completion time 45 minutes (template saved in PDF document).

You must complete an authentication sheet.

Organisation

Anjna owns and manages an organisation that provides care services.

The organisation's service is to provide at home care and assistance for people with health conditions.

The organisation's clients are the people who receive care and the people who support them.

Anjna employs two care staff.

The organisation's needs are to:

- organise and manage visits to clients
- manage information about staff and clients
- communicate with staff and clients
- manage financial tasks (payroll, invoices).

The organisation's goals are to:

- provide a high-quality and consistent service to its clients
- make sure staff and clients are safe at all times
- provide effective communication to all stakeholders to enable timely and effective care services.

Table 1 shows the organisation's IT service catalogue.

Service name	Service description
Spreadsheet software	Used to keep track of: <ul style="list-style-type: none"> ● staff schedules and rotas ● staff payroll ● client appointments ● personal information about clients.
Word-processing software	Used to: <ul style="list-style-type: none"> ● send letters and invoices to clients ● log client visits ● keep records about client health issues, medications etc ● write reports about client health and progress.
Landline telephone	Used to communicate throughout the day with clients and staff, including: <ul style="list-style-type: none"> ● updates to appointment information ● emergency contacts ● changes to rotas.

Activity 1 – IT service catalogue

You are advised to spend 30 minutes on this activity.

Use the file Activity1_IT_Service__Catalogue_Options.doc for this activity.

Using the IT service catalogue given in scenario 1, you have been asked to provide Anjna with a summary of the IT services.

Explain the benefits and drawbacks of the way IT services are currently being used to meet the organisation's needs.

Check your information is complete and accurate and save your document as a PDF in your assessment folder using the naming convention Activity1_Name_CandidateNo_Date.

(Total for Activity 1 = 9 marks)

Scenario 2

Organisation

One year later, Anjna's organisation is in high demand. She now employs more people. She has moved to a new office and has more clients.

Anjna wants an effective IT service delivery solution to meet the increasing demand on her organisation. Anjna has experienced issues with her current IT systems, some of which are listed in the table. However these are not the only issues.

The organisation does not currently employ any specialist IT support staff.

Organisation's staff

Anjna – manager and owner

6 × administration staff

35 × care staff

Organisation's work locations and staff's key tasks

Anjna (home-and office based)

Responsible for the success of the company and management of other staff, including:

- managing the company's budget
- company payroll
- checking and monitoring work of administration staff
- advertising organisation/public relations.

Administration staff (office based)

General administration duties, including:

- organising carers' rotas and schedules
- supporting clients by booking/rearranging appointments
- answering phone calls from current and new clients
- keeping central records about client health etc. up to date.

Care staff (remote working)

Travel around visiting homes of clients to provide care, including :

- ensuring any required medication is taken
- helping clients with household tasks (cleaning, making meals etc.)
- assisting clients to get washed and dressed.

Organisation's key IT service needs

The demands of the organisation have resulted in these key IT service needs.

- Data storage for staff and client records.
- IT access for staff to support their work.
- Allowing administration staff to issue daily schedules and rotas to carers and update throughout the day.
- Portable digital devices for each of their carers to:

- o receive daily work schedule, appointment times, locations, etc
- o get live updates to schedules and appointments
- o keep records during appointments, including time started/finished, tasks completed at appointments, medicine records
- o make and receive voice calls to office and emergency service
- o help finding the homes of clients.

Stakeholders feedback

- Clients would like to be able to book/update appointments without having to call the office
- Care staff are concerned that medical information is out of date or incorrect
- Care staff have complained that they are not receiving updates to changes to appointments before going to a client's house
- Anjna states she finds it difficult to monitor employees with the current IT systems

Additional preferences

- An online portal/platform that allows clients and/or their families to make/amend appointments, check and update personal information and care needs.
- A method providing information about the organisation to the public.

Scenario 2

You must complete ALL activities.

Activity 2 – IT Recommendations

You are advised to spend 2 hours and 15 minutes on this activity.

Use the file Activity2_IT_Recommendations.doc for this activity.

Provide IT recommendations that will meet the needs of Anjna's organisation.

Your recommendations must cover:

- the information and data required by the stakeholders
- the hardware and software to be used
- how hardware and software can be connected and/or will communicate.

You should also consider:

- the additional preferences given in the scenario
- the technical language used in your recommendations
- the stakeholders feedback provided.

You should use the template provided. Complete the table and insert on a separate page an IT system diagram. Your IT system diagram should correctly represent the hardware and software you recommend.

Check your information is complete and accurate and save your document as a PDF in your assessment folder using the naming convention Activity2_Name_CandidateNo_Date.

(Total for Activity 2 = 24 marks)

Activity 3 – Impact and implications analysis

You are advised to spend 45 minutes on this activity.

Use the file Activity3_Impact_Implications_Analysis.doc for this activity.

Analyse your recommendations and how they meet the needs of the organisation.

Your analysis should consider:

- how your recommendations will address the needs of the organisation
- benefits of your recommendations to the company and its stakeholders
- drawbacks of your recommendations to the company and its stakeholders
- the implications that your recommendations will have for the organisation.

Check your information is complete and accurate and save your completed document as a PDF in your assessment folder using the naming convention Activity3_Name_CandidateNo_Date.

(Total for Activity 3 = 12 marks)

TOTAL FOR PAPER = 45 MARKS

Unit 5: IT Service Solutions marking grid

General marking guidance

- All learners must receive the same treatment. Examiners must mark the first learner in exactly the same way as they mark the last. Marking grids should be applied positively. Learners must be rewarded for what they have shown they can do rather than be penalised for omissions.
- Examiners should mark according to the marking grid, not according to their perception of where the grade boundaries may lie.
- All marks on the marking grid should be used appropriately.
- All the marks on the marking grid are designed to be awarded. Examiners should always award full marks if deserved. Examiners should be prepared to award zero marks if the learner's response is not rewardable according to the marking grid.
- Where judgement is required, a marking grid will provide the principles by which marks will be awarded.
- When examiners are in doubt regarding the application of the marking grid to a learner's response, a senior examiner should be consulted.

Specific marking guidance

The marking grids have been designed to assess learner work holistically.

Rows within the grids identify the assessment focus/outcome being targeted. When using a marking grid, the 'best fit' approach should be used.

- Examiners should first make a holistic judgement on which band most closely matches the learner response and place it within that band. Learners will be placed in the band that best describes their answer.
- The mark awarded within the band will be decided based on the quality of the answer in response to the assessment focus/outcome and will be modified according to how securely all bullet points are displayed at that band.
- Marks will be awarded towards the top or bottom of that band depending on how they have evidenced each of the descriptor bullet points.

Assessment focus	Band 0	Band 1	Band 2	Band 3
Activity 1: IT service catalogue	0	1–3	4–6	7–9
	No rewardable materials.	<p>Generic benefits and drawbacks may be presented rather than linking knowledge and understanding related to the given IT service catalogue and the organisation’s needs.</p> <p>Limited or inaccurate use of specialist terms and technical language.</p>	<p>Explanation of benefits and drawbacks are mostly supported through linkages and application of knowledge and understanding related to the given IT service catalogue and the organisation’s needs.</p> <p>Some appropriate and accurate use of specialist terms and technical language.</p>	<p>Explanation of benefits and drawbacks are supported throughout by linkage and application of knowledge and understanding related to the given IT service catalogue and the organisation’s needs.</p> <p>Appropriate and accurate use of specialist terms and technical language.</p>

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
Activity 2: IT recommendations	0	1–4	5–8	9–12	13–16
	No rewardable material.	<p>Recommendations evidence:</p> <ul style="list-style-type: none"> • limited awareness of the scenario • limited understanding of the organisation’s key IT service needs • limited coverage of: <ul style="list-style-type: none"> o information and data requirements for the stakeholder o the hardware and software to be used o how components of the system will be connected and/or communicate • limited recommendation(s) 	<p>Recommendations evidence:</p> <ul style="list-style-type: none"> • some awareness of the scenario • some understanding of the organisation’s key IT service needs • some coverage of: <ul style="list-style-type: none"> o information and data requirements for the stakeholder o the hardware and software to be used o how components of the system will be connected and/or communicate • some recommendation(s) 	<p>Recommendations evidence:</p> <ul style="list-style-type: none"> • detailed awareness of the scenario • adequate understanding of the organisation’s key IT service needs • adequate coverage of: <ul style="list-style-type: none"> o information and data requirements for the stakeholder o the hardware and software to be used o how components of the system will be connected and/or communicate • adequate recommendation(s) considering the additional preferences 	<p>Recommendations evidence:</p> <ul style="list-style-type: none"> • comprehensive awareness of the scenario • comprehensive understanding of the organisation’s key IT service needs • comprehensive coverage of: <ul style="list-style-type: none"> o information and data requirements for the stakeholder o the hardware and software to be used o how components of the system will be connected and/or communicate • effective recommendation(s) considering the additional preferences

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
Activity 2: IT recommendations	0	1-2	3-4	5-6	7-8
	No rewardable material.	Recommendations evidence: <ul style="list-style-type: none"> • limited technical understanding • limited use of an appropriate IT system diagram Recommendations are vague	Recommendations evidence: <ul style="list-style-type: none"> • some accurate technical understanding • some use of an appropriate IT system diagram Recommendations are mostly clear.	Recommendations evidence: <ul style="list-style-type: none"> • mostly accurate technical understanding • mostly accurate use of an appropriate IT system diagram Recommendations are clear.	Recommendations evidence: <ul style="list-style-type: none"> • accurate technical understanding • accurate use of an appropriate IT system diagram Recommendations are sound.

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
Activity 3: Impact and implications review	0	1-3	4-6	7-9	10-12
	No rewardable material.	<p>Limited analysis of recommendations and how they meet the needs of the organisation</p> <p>Shows limited consideration of benefits and drawbacks of recommendations.</p> <p>Shows limited consideration of the implications of the recommendations for the organisation.</p>	<p>Some analysis of recommendations and how they meet the needs of the organisation</p> <p>Shows some consideration of benefits and drawbacks of recommendations.</p> <p>Shows some consideration of the implications of the recommendations for the organisation.</p>	<p>Adequate analysis of recommendations and how they meet the needs of the organisation</p> <p>Shows adequate consideration of benefits and drawbacks of recommendations.</p> <p>Shows adequate consideration of the implications of the recommendations for the organisation.</p>	<p>Comprehensive analysis of recommendations and how they meet the needs of the organisation.</p> <p>Shows comprehensive consideration of benefits and drawbacks of recommendations.</p> <p>Shows comprehensive consideration of the implications of the recommendations for the organisation.</p>

Scenario 1 – Activity 1 – IT service catalogue

Name	
Candidate number	
Centre number	
Date	

Explain the benefits and drawbacks of using the current IT services for the organisations needs.

Service name	Service description	Benefits	Drawbacks
Spreadsheet software	Used to keep track of: <ul style="list-style-type: none"> ● staff schedules and rotas ● staff payroll ● client appointments ● personal information about clients. 		
Word-processing software	Used to: <ul style="list-style-type: none"> ● send letters and invoices to clients ● log client visits ● keep records about client health issues, medications etc ● write reports about client health and progress. 		
Landline telephone	Used to communicate throughout the day with clients and staff, including: <ul style="list-style-type: none"> ● updates to appointment information ● emergency contacts ● changes to rotas. 		

Scenario 2 – Activity 2 – IT Recommendations

Name	
Candidate number	
Centre number	
Date	

Current IT issues	Stakeholders affected	Recommended improvements	Software and Hardware

– Insert your IT system diagram on a new page.

Scenario 2 – Activity 3 – Impact and implications analysis

Name	
Candidate number	
Centre number	
Date	

How your recommendations will address the needs of the organisation
<type here><box will expand when typing>
Benefits of your recommendations to the company and its stakeholders
<type here><box will expand when typing>
Drawbacks of your recommendations to the company and its stakeholders
<type here><box will expand when typing>
The implications that your recommendations will have for the organisation
<type here><box will expand when typing>